
***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/16/2006
Record ID 7929
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 01/16/2006
Resolution Date 01/16/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/16/2006
Record ID 7934
Call Taken By Lead CA
CA Number
Responded By Danielle Phillips
Response Date 02/16/2006
Resolution Date 02/16/2006***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/16/2006
Record ID 7936
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 02/16/2006
Resolution Date 02/16/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/17/2006
Record ID 7897
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 02/17/2006
Resolution Date 02/17/2006***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/17/2006
Record ID 7898
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 02/17/2006
Resolution Date 02/17/2006***

Customer has been receiving harassing phone calls.
an explanation of the relay.

Customer wanted

Customer Service explained the relay and suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/17/2006
Record ID 7909
Call Taken By Lead CA
CA Number
Responded By Steve H
Response Date 02/17/2006
Resolution Date 02/17/2006***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/17/2006
Record ID 7917
Call Taken By Lead CA
CA Number
Responded By Kanihoug
Response Date 02/17/2006
Resolution Date 02/17/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/18/2006
Record ID 7896
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 02/18/2006
Resolution Date 02/18/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/19/2006
Record ID 7894
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 02/19/2006
Resolution Date 02/19/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/20/2006
Record ID 7888
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 02/20/2006
Resolution Date 02/20/2006***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/21/2006
Record ID 7864
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 02/21/2006
Resolution Date 02/21/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 02/22/2006
Record ID 7861
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 02/22/2006
Resolution Date 02/22/2006***

Customer has been receiving harassing phone calls and requested call information. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 02/27/2006
Record ID 7845
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 02/27/2006
Resolution Date 02/27/2006*

Customer has been receiving harassing phone calls. Customer could not believe the CA would repeat such things.

Customer Service explained that the CA is required to repeat the entire conversation verbatim. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 02/27/2006
Record ID 7853
Call Taken By Supervisor
CA Number
Responded By G M Parker
Response Date 02/27/2006
Resolution Date 02/27/2006*

Customer has been receiving harassing phone calls and requested call information. Customer stated they would contact the FCC and their attorney.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 02/28/2006
Record ID 7850
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 02/28/2006
Resolution Date 02/28/2006*

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 03/01/2006
Record ID 8050
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 03/01/2006
Resolution Date 03/01/2006*

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/02/2006
Record ID 8088
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 03/02/2006
Resolution Date 03/02/2006***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/02/2006
Record ID 8087
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 03/02/2006
Resolution Date 03/02/2006***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/02/2006
Record ID 8089
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 03/02/2006
Resolution Date 03/02/2006***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/02/2006
Record ID 8090
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/02/2006
Resolution Date 03/02/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

***Inquire Date 03/03/2006
Record ID 8028
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/03/2006
Resolution Date 03/03/2006***

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

***Inquire Date 03/03/2006
Record ID 8046
Call Taken By Lead CA
CA Number
Responded By Danielle Phillips
Response Date 03/03/2006
Resolution Date 03/03/2006***

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

***Inquire Date 03/03/2006
Record ID 8047
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/06/2006
Resolution Date 03/06/2006***

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing phone calls.

***Inquire Date 03/03/2006
Record ID 8085
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/03/2006
Resolution Date 03/03/2006***

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 03/03/2006

Record ID 8086

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/03/2006

Resolution Date 03/03/2006

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 03/05/2006

Record ID 8029

Call Taken By Lead CA

CA Number

Responded By Danielle Phillips

Response Date 03/05/2006

Resolution Date 03/05/2006

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 03/07/2006

Record ID 8049

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/07/2006

Resolution Date 03/07/2006

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 03/09/2006

Record ID 8051

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/09/2006

Resolution Date 03/09/2006

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/12/2006
Record ID 8053
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 03/12/2006
Resolution Date 03/12/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/17/2006
Record ID 8054
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/17/2006
Resolution Date 03/17/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/17/2006
Record ID 8070
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/17/2006
Resolution Date 03/17/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/18/2006
Record ID 8075
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 03/18/2006
Resolution Date 03/18/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/17/2006
Record ID 8091
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/17/2006
Resolution Date 03/17/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/19/2006
Record ID 8071
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 03/19/2006
Resolution Date 03/19/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/19/2006
Record ID 8072
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 03/19/2006
Resolution Date 03/19/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/19/2006
Record ID 8073
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 03/19/2006
Resolution Date 03/19/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/20/2006
Record ID 8077
Call Taken By Lead CA
CA Number
Responded By Steve H./Tina Collingham
Response Date 03/21/2006
Resolution Date 03/21/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/21/2006
Record ID 8076
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/21/2006
Resolution Date 03/21/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/21/2006
Record ID 8078
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 03/21/2006
Resolution Date 03/21/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/21/2006
Record ID 8079
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 03/21/2006
Resolution Date 03/21/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/23/2006
Record ID 8080
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 03/23/2006
Resolution Date 03/23/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/24/2006
Record ID 8081
Call Taken By Lead CA
CA Number
Responded By Danielle Phillips
Response Date 03/24/2006
Resolution Date 03/24/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/28/2006
Record ID 8082
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/28/2006
Resolution Date 03/28/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/28/2006
Record ID 8083
Call Taken By Lead CA
CA Number
Responded By Danielle Phillips
Response Date 03/28/2006
Resolution Date 03/28/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/30/2006
Record ID 8084
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/30/2006
Resolution Date 03/30/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/31/2006
Record ID 8092
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 03/31/2006
Resolution Date 03/31/2006***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/31/2006
Record ID 8093
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 03/31/2006
Resolution Date 03/31/2006***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/01/2006
Record ID 8280
Call Taken By Lead CA
CA Number
Responded By Dannielle Phillips
Response Date 04/01/2006
Resolution Date 04/01/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/01/2006
Record ID 8281
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 04/01/2006
Resolution Date 04/01/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/01/2006
Record ID 8284
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 04/01/2006
Resolution Date 04/01/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/06/2006
Record ID 8277
Call Taken By Lead CA
CA Number
Responded By Dannielle Phillips
Response Date 04/06/2006
Resolution Date 04/06/2006***

Customer has been receiving harassing phone calls and requested call information.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/13/2006
Record ID 8153
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 04/13/2006
Resolution Date 04/13/2006***

Customer has been receiving harassing phone calls and requested call information.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/15/2006
Record ID 8154
Call Taken By Lead CA
CA Number
Responded By Michelle Mikkelsen
Response Date 04/15/2006
Resolution Date 04/15/2006***

Customer has been receiving harassing phone calls and requested call information.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/16/2006
Record ID 8155
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 04/16/2006
Resolution Date 04/16/2006***

Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/18/2006
Record ID 8142
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 04/18/2006
Resolution Date 04/18/2006***

Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/18/2006
Record ID 8143
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 04/18/2006
Resolution Date 04/18/2006***

Customer wanted relay calls blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 04/18/2006
Record ID 8145
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 04/18/2006
Resolution Date 04/18/2006*

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 04/19/2006
Record ID 7830
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 04/25/2006
Resolution Date 04/25/2006*

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 04/21/2006
Record ID 8124
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 04/21/2006
Resolution Date 04/21/2006*

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 04/24/2006
Record ID 8123
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 04/24/2006
Resolution Date 04/24/2006*

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/26/2006
Record ID 8112
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 04/26/2006
Resolution Date 04/26/2006***

Customer has been receiving harassing phone calls and requested call information. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/26/2006
Record ID 8113
Call Taken By Lead CA
CA Number
Responded By Michelle Mikkelsen
Response Date 04/26/2006
Resolution Date 04/26/2006***

Customer has been receiving fraudulent phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/28/2006
Record ID 8034
Call Taken By Supervisor
CA Number
Responded By Tian Collingham
Response Date 04/28/2006
Resolution Date 04/28/2006***

Customer has been receiving harassing phone calls and requested call information. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/28/2006
Record ID 8035
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 04/28/2006
Resolution Date 04/28/2006***

Customer has been receiving fraudulent phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/28/2006
Record ID 8036
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 04/28/2006
Resolution Date 04/28/2006***

Customer has been receiving harassing phone calls and requested call information.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood. Customer Service explained that if the customer obtains a court order, then we could release call information to the Court.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 04/30/2006
Record ID 8172
Call Taken By Lead CA
CA Number
Responded By Michelle Mikkelsen
Response Date 04/30/2006
Resolution Date 04/30/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/02/2006
Record ID 8347
Call Taken By Lead CA
CA Number
Responded By Michelle Mikkelsen
Response Date 05/02/2006
Resolution Date 05/02/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/04/2006
Record ID 8371
Call Taken By Lead CA
CA Number
Responded By Danielle Phillips
Response Date 05/04/2006
Resolution Date 05/04/2006***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/06/2006
Record ID 8368
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 05/06/2006
Resolution Date 05/06/2006***

Customer has been receiving fraudulent phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/06/2006
Record ID 8369
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 05/06/2006
Resolution Date 05/06/2006***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/06/2006
Record ID 8370
Call Taken By Lead CA
CA Number
Responded By Michelle Mikkelsen
Response Date 05/06/2006
Resolution Date 05/06/2006***

Customer has been receiving fraudulent phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/09/2006
Record ID 8367
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/09/2006
Resolution Date 05/09/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 05/10/2006
Record ID 8343
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 05/10/2006
Resolution Date 05/10/2006*

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 05/10/2006
Record ID 8345
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 05/10/2006
Resolution Date 05/10/2006*

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 05/10/2006
Record ID 8346
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 05/10/2006
Resolution Date 05/10/2006*

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 05/11/2006
Record ID 8337
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 05/11/2006
Resolution Date 05/11/2006*

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/11/2006
Record ID 8341
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/11/2006
Resolution Date 05/11/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/11/2006
Record ID 8342
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 05/11/2006
Resolution Date 05/11/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/11/2006
Record ID 8344
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/11/2006
Resolution Date 05/11/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/11/2006
Record ID 8365
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 05/11/2006
Resolution Date 05/11/2006***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/11/2006
Record ID 8366
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/11/2006
Resolution Date 05/11/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/12/2006
Record ID 8340
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/12/2006
Resolution Date 05/12/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/12/2006
Record ID 8361
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/12/2006
Resolution Date 05/12/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/12/2006
Record ID 8362
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/12/2006
Resolution Date 05/12/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/12/2006
Record ID 8363
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/12/2006
Resolution Date 05/12/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/12/2006
Record ID 8364
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/12/2006
Resolution Date 05/12/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/13/2006
Record ID 8360
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 05/13/2006
Resolution Date 05/13/2006***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/15/2006
Record ID 8339
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/15/2006
Resolution Date 05/15/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement.

Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/16/2006
Record ID 8338
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/16/2006
Resolution Date 05/16/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/17/2006
Record ID 8357
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 05/17/2006
Resolution Date 05/17/2006***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/17/2006
Record ID 8358
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 05/17/2006
Resolution Date 05/17/2006***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/17/2006
Record ID 8359
Call Taken By Lead CA
CA Number
Responded By Steve Auman
Response Date 05/17/2006
Resolution Date 05/17/2006***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/18/2006
Record ID 8356
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/18/2006
Resolution Date 05/18/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/19/2006
Record ID 8336
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 05/19/2006
Resolution Date 05/19/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/19/2006
Record ID 8351
Call Taken By Lead CA
CA Number
Responded By Michelle Mikkelsen
Response Date 05/19/2006
Resolution Date 05/19/2006***

Customer has been receiving harassing phone calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/19/2006
Record ID 8353
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 05/19/2006
Resolution Date 05/19/2006***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/19/2006
Record ID 8354
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/19/2006
Resolution Date 05/19/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/19/2006
Record ID 8355
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/19/2006
Resolution Date 05/19/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/21/2006
Record ID 8335
Call Taken By Supervisor
CA Number
Responded By Tina Collingham/Brenda
Malsbury
Response Date 05/22/2006
Resolution Date 05/22/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/22/2006
Record ID 8352
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/22/2006
Resolution Date 05/22/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 05/25/2006

Record ID 8349

***Call Taken By Customer Service Rep
CA Number***

Responded By Tina Collingham

Response Date 05/25/2006

Resolution Date 05/25/2006

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 05/25/2006

Record ID 8350

***Call Taken By Customer Service Rep
CA Number***

Responded By Tina Collingham

Response Date 05/25/2006

Resolution Date 05/25/2006

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 05/26/2006

Record ID 8348

***Call Taken By Customer Service Rep
CA Number***

Responded By Tina Collingham

Response Date 05/26/2006

Resolution Date 05/26/2006

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 05/28/2006

Record ID 8333

***Call Taken By Supervisor
CA Number***

Responded By Jody Kent

Response Date 05/28/2006

Resolution Date 05/28/2006

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/28/2006
Record ID 8334
Call Taken By Lead CA
CA Number
Responded By Danielle Phillips
Response Date 05/28/2006
Resolution Date 05/28/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/31/2006
Record ID 8326
Call Taken By Supervisor
CA Number
Responded By Jody Kent
Response Date 05/31/2006
Resolution Date 05/31/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/31/2006
Record ID 8329
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/31/2006
Resolution Date 05/31/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/31/2006
Record ID 8330
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/31/2006
Resolution Date 05/31/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/31/2006
Record ID 8331
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/31/2006
Resolution Date 05/31/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/31/2006
Record ID 8332
Call Taken By Lead CA
CA Number
Responded By Michelle Mikkelsen
Response Date 05/31/2006
Resolution Date 05/31/2006***

Customer has been receiving harassing phone calls. Customer requested relay calls be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 10/17/2005
Record ID 7605
Call Taken By Lead CA
CA Number
Responded By Tina Collingham
Response Date 10/18/2005
Resolution Date 10/18/2005***

Customer stated that it took too long to transfer their call. Customer did not have the CA's number.

Lead CA apologized and stated that all CAs would be counseled. CAs were counseled and customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 03/13/2006
Record ID 8203
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/13/2006
Resolution Date 03/13/2006***

Customer stated that several CAs did not handle her 2LVCO calls correctly. Customer also stated that the CAs had slow typing speeds. Customer did not have CA numbers.

Customer Service apologized and stated that all CAs would be counseled on proper procedures. Customer Service also stated that the CAs are continually monitored for speed and accuracy to ensure quality calls. Customer understood.

***Service Complaints--Didn't Follow
Policy/Procedure***

Inquire Date 03/16/2006

Record ID 8202

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/16/2006

Resolution Date 03/16/2006

Customer placed a 2LVCO call and the CA did not get the name of the person on the answering machine.

Customer Service apologized and stated that all CAs would be counseled on following procedures. CAs were counseled and customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

Inquire Date 03/27/2006

Record ID 8208

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/27/2006

Resolution Date 03/27/2006

Customer stated that several CAs were unable to process her call properly. Customer stated that their typing speeds were slow.

Customer Service apologized and stated that all CAs would be counseled. Customer Service also stated that the CAs are monitored frequently to ensure quality calls. Customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

Inquire Date 04/18/2006

Record ID 8150

Call Taken By Customer Service Rep

CA Number

Responded By Jenny and Anne

Response Date 04/18/2006

Resolution Date 04/18/2006

Customer stated that the CA did not use proper procedure in asking to repeat the number.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

Inquire Date 04/30/2006

Record ID 8186

Call Taken By Lead CA

CA Number 5015

Responded By Tina Collingham

Response Date 05/02/2006

Resolution Date 05/10/2006

Customer stated that the CA did not follow proper call procedure when placing a call through Pager Relay.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--Didn't Follow Policy/Procedure

***Inquire Date 05/08/2006
Record ID 8248
Call Taken By Customer Service Rep
CA Number 5088
Responded By Tina Collingham
Response Date 05/08/2006
Resolution Date 05/08/2006***

Customer stated that she was unable to place her 2LVCO as the CA stated she was unfamiliar with this procedure.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--Didn't Follow Policy/Procedure

***Inquire Date 05/11/2006
Record ID 8236
Call Taken By Lead CA
CA Number 5037
Responded By Danielle Phillips
Response Date 05/12/2006
Resolution Date 05/12/2006***

Customer stated that the CA did not follow the proper procedure when placing a call through Pager Relay.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Hung Up on Caller

***Inquire Date 03/29/2006
Record ID 7995
Call Taken By At Work Station
CA Number 6839
Responded By Steve H.
Response Date 03/29/2006
Resolution Date 03/29/2006***

Customer stated that the CA hung up on them during the middle of their calls.

Lead CA apologized to customer and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Hung Up on Caller

***Inquire Date 05/02/2006
Record ID 8226
Call Taken By Lead CA
CA Number
Responded By Tina Collingham
Response Date 05/02/2006
Resolution Date 05/02/2006***

Customer stated that in the middle of their call the CA hung up.

Lead CA apologized and stated that the CA would be counseled. The technical department was unable to investigate due to no call information given. CA was counseled and customer was satisfied.

Service Complaints—Miscellaneous

Inquire Date 06/01/2005

Record ID 7185

Call Taken By Supervisor

CA Number 1203 & 6222

Responded By Erin Gillis/Tina Collingham

Response Date 06/01/2005

Resolution Date 06/01/2005

Customer stated that two CAs hung up while he was holding. Customer stated that the CAs did not type any text to the customer before disconnecting.

Supervisor apologized and stated that the CAs would be counseled. The information was forwarded to the technical department. The technical department discovered that the call was disconnected by the customer. Customer had refused to leave call back information, so Customer Service was unable to contact the customer.

Service Complaints—Miscellaneous

Inquire Date 07/24/2005

Record ID 7326

Call Taken By Lead CA

CA Number 6436

Responded By Jody Kent

Response Date 07/24/2005

Resolution Date 07/24/2005

Customer stated that she received a call through Hamilton Relay Internet where the caller had given an e-mail address. CA did not spell out the e-mail address.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints—Miscellaneous

Inquire Date 08/02/2005

Record ID 7376

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 08/04/2005

Resolution Date 08/04/2005

Customer inquired if Hamilton Relay Internet had English to Spanish translation?

Customer Service explained that at this time Hamilton Relay Internet offer Spanish to Spanish translation, but the suggestion would be forwarded to the Relay Managers.

Service Complaints—Miscellaneous

Inquire Date 09/01/2005

Record ID 7401

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 09/01/2005

Resolution Date 09/01/2005

Customer stated that the CA used foul language. Customer sent a copy of the conversation.

Customer Service reviewed the conversation and discovered that the CA typed the answering machine recording that was received when the number was dialed. Customer Service e-mailed customer to explain that it was not the CA that said those words but the message that was on the answering machine. There has been no further response from the customer.

***Service Complaints—Didn't Follow
Emergency Call Handling Procedure***

Inquire Date 03/29/2006

Record ID 7994

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 03/29/2006

Resolution Date 03/29/2006

Customer stated that when using her SideKick to place a relay call, the CAs state that they cannot process the call.

Customer Service apologized and stated that all CAs would be counseled. CAs were counseled and customer was satisfied.

Technical Complaints—Miscellaneous

*Inquire Date 02/13/2006
Record ID 8151
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 02/15/2006
Resolution Date 02/15/2006*

Customer has been having difficulties placing a call through Hamilton Relay Internet. Customer refused to leave call back information.

Customer Service placed test calls through Hamilton Relay Internet. The test calls went through fine. Since there was no call back information, Customer Service was unable to notify the customer.

Technical Complaints—Miscellaneous

*Inquire Date 02/23/2006
Record ID 8187
Call Taken By Lead CA
CA Number
Responded By Tina Collingham
Response Date 02/24/2006
Resolution Date 03/06/2006*

Customer has been having trouble placing a call through Hamilton Relay Internet and stated it asked for a PIN number.

Lead CA stated this information would be forwarded to Customer Service. Customer was satisfied. Customer Service attempted to return a call to the customer, but the number was disconnected.

Technical Complaints—Miscellaneous

*Inquire Date 03/31/2006
Record ID 8191
Call Taken By Supervisor
CA Number
Responded By Brenda Malsbury
Response Date 03/31/2006
Resolution Date 03/31/2006*

Customer has been unable to place a call to her daughter's SideKick. Customer wanted a call back when issue was resolved.

Supervisor stated that there was a technical issue with the service and she would contact the customer as soon as the service was working. Customer understood. Service was operational quickly and customer was notified. Customer was satisfied.

Technical Complaints—Miscellaneous

*Inquire Date 04/07/2006
Record ID 8221
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 04/07/2006
Resolution Date 04/07/2006*

Customer stated that the new web page was available, but the customer was unable to place calls.

Customer Service forwarded the information to the technical department. The technical department discovered that the link to the java download was missing. Issue was corrected and customer was notified. Customer was satisfied.

Technical Complaints—Miscellaneous

*Inquire Date 04/10/2006
Record ID 8218
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 04/10/2006
Resolution Date 04/10/2006*

Customer stated they were not pleased with the new service. Customer stated that she prefers TTY mode, which was not available.

Customer Service apologized and explained where the TTY emulate mode was located. Customer was satisfied.

Technical Complaints—Miscellaneous

Inquire Date 05/02/2006

Record ID 8213

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 05/03/2006

Resolution Date 05/03/2006

Customer has been having difficulties loading the new page to place a call.

Customer Service forwarded the information to the technical department. The technical department discovered that the link to the java download was missing. Issue was resolved and customer was notified. Customer was satisfied.

Technical Complaints—Miscellaneous

Inquire Date 05/08/2006

Record ID 8214

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 05/08/2006

Resolution Date 05/08/2006

Customer has been having difficulties with the scroll bar covering up conversation on the new web page.

Customer Service apologized and forwarded the information to the technical department. The technical department was able to resolve the issue. Customer was notified and satisfied.

Technical Complaints—Miscellaneous

Inquire Date 05/31/2006

Record ID 8328

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 05/31/2006

Resolution Date

Customer was having difficulties with the new web page.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the link to the java download was missing. The issue was resolved and customer was notified. Customer was satisfied.